

# Joining the IHIN – A Summary of Activities

A number of different tasks and activities are required to successfully join the IHIN and onboard, many of which are internal to your organization. Below is a summary of some of these tasks and a rough outline of their order. To speed the process, you'll see that several of these items can happen simultaneously.

## Sign-Up:

- Review and sign the IHIN Participation Agreement (PA)
  - Determine Privacy and Security Point of Contact
  - Determine Technical Point of Contact
- Signed PA is sent to [ehealth@idph.iowa.gov](mailto:ehealth@idph.iowa.gov)
- IDPH staff reviews PA and verifies the organization
- A copy of the executed PA emailed to both the sender and to the contract contact

## **On-boarding Activities**

### Technical work:

- Simultaneously with the return of the executed PA, Iowa eHealth enters the organization into a tracking dashboard. The on-boarding specialist will contact the Technical Contact listed on the PA to schedule a technical kick-off meeting
- On the kickoff call, eHealth staff will ask technical questions related to each of the services and any of the EHR products that are checked on page 25 of the PA in relation to the various parts of an organization
- Technical work proceeds for each service on similar or different timelines. This is dependent upon EHR vendor priorities and availability. (SEE: IHIN Onboarding Map)
- If necessary, a separate IHIN Onboarding Map should be established for each separate EHR and/or business (i.e. One for Acute and one for Ambulatory)
- State reporting:
  - Guidance will be given on the initial technical call and is also available at [http://www.idph.state.ia.us/meaningful\\_use.asp](http://www.idph.state.ia.us/meaningful_use.asp) for the technical staff and the clinical staff in the specific area (Lab or Immunization) to finalize each specific registration and begin to work through the specific guidance for that particular reportable item.

### Patient/Privacy and Security:

- Registration
  - Examine Notice of Privacy Practices language and any current patient consent or opt out processes to see if changes are needed to account for belonging to the IHIN
  - Determine how patients will be informed of your organization's participation in the IHIN, and their ability to opt out.
  - Establish and document the necessary work flow changes
  - Examine the materials in the Welcome Packet to determine what will be used. Items included:
    - 16" x 20" Provider Posters

## Joining the IHIN – A Summary of Activities

- 16" x 20" Patient Posters
- Informational table tents
- Draft Opt-in/ Opt-out Brochure
- Health Records Access Audit Request Form
- Authorized user agreement
- Order any of the materials or have them printed internally
- Educate the registration staff on the changes, what forms to be aware of, and where to find the work flow documentation

### Clinical – Directed Exchange and Query Based Exchange:

- Provider Awareness
  - Sharing the very basics of the above registration process in case patients ask their opinion.
- Provider Use
  - Educate providers on the services that will be used: Direct or Query based Exchange.
  - Organization trains users on any internal workflow changes, and on the IHIN Privacy and Security Policies.
    - Show the EHR-specific screens for how to query patient data (patient look-up)
    - Demonstrate the portal method if applicable.
- GO LIVE

### Staffing

In addition to a Contract contact, IHIN requires Technical and Privacy & Security contacts whose duties may include the following during the on-boarding process. Since staffing is different at each organization, these roles may be handled by the same person or covered by multiple people.

<b>Privacy &amp; Security Contact</b> This person will work with the IHIN Privacy and Security Officer	<b>Technical Contact</b> This person will work with the IHIN Project Manager and On-boarding team
Review the Participation Agreement and Privacy & Security Policies	Work with Organizations EHR Vendor & technical team involved in the testing process
Determine patient education workflow	Determine the need for Direct Secure Messaging and/or Patient Look-up.
Receive IHIN Privacy & Security Training	Complete technical questionnaire
Training Users on the Privacy & Security Policies	Contact for testing
Modifying the NPP	